

















**AZNET PMO Process Review
Summary - September 2008**

WORKFLOW (ITG)	Status	Comments
Action Items Request		The AZNet team decided, on 6-8-06, to use ITG ACTION ITEMS to track follow-up tasks for agencies (not for the TPO or internal issues).
Change (Control) Request		The number of Change Requests created in September increased while the number closed decreased by three. Please continue to track all change requests in ITG. 11 - Created in September; 6 - Closed in September
Deliverable / Work Product Request		The number of Deliverables created in September stayed the same. Please use ITG to track Deliverables and other Work Products. 2 - Created in September; 5 - Signoff or Final Approval Past Due in July
Demand (DMT) Request		The number of DMT Requests created in ITG decreased slightly in September. Please continue to use this process to track all DMT Project Requests. 0 - Created in September
Issues Request		The number of issue requests created in ITG in September decreased, and three issue requests was closed. Please use ITG to track Issue Requests. 0 - Created in September; 3 - Closed-Resolved in September
Risks Request		Risks are being tracked in QA tool with QA Client Executive. In addition, a risk matrix has been developed and stored in SharePoint because the QA tool only tracks major risks. 0 - Created in September; 1 - Closed-Mitigated

SHAREPOINT	Status	Comments
Contacts		Contacts are kept up-to-date as individuals join and leave the team.
Reorganization of Sharepoint		The reorganization of SharePoint is complete. Going forward, efforts should be made to keep the SharePoint folder structure optimized to facilitate searching for and updating shared documents.
Decision Analysis (DAR)		Decisions are documented via Issues, Work Products, and documentation of negotiations such as True Up.
Status Reports		Status reports were turned in every week. There continues to be consistent effort being made. Remember to upload your status reports each week.
Team Calendar		The team calendar is current.

ADMINISTRATIVE	Status	Comments
Agency Transition Project Mgmt		Transitions are complete.
Scorecards		Scorecards are continuing to be produced and used to improve process quality and efficiency.
On-Boarding / Off-Boarding		A few new joiners were successfully on-boarded during September.
Resource Forecasting		Resource forecasts are available for all areas including Billing, Asset Management, Operations, and PMO.
GroupWise / Outlook Calendar		Need to view GroupWise calendar prior to setting up meetings with TPO.
Engineering Pool Hours	152	152 Engineering Pool Hours where requested by Accenture or the State in August;

Management Notes:

This scorecard is produced monthly - along with the other program scorecards. It is part of our process quality and compliance efforts.

Due to an update in ITG, the number of closed items maybe in accurate. The 'last updated' field in ITG was globally updated and makes it difficult to absolutely identify which tickets closed in which month. The numbers presented are the determination from what data was available.